MULTIMEDIA UNIVERSITY

STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2017 /2018

BTD2824 – TRAINING AND DEVELOPMENT

(Distance Education)

2 MARCH 2018
9:00 a.m. – 11:00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **2 pages**, excluding this cover page.
2. There are **SIX (6)** essay questions worth **25 marks each.**
3. Please answer **ANY FOUR (4) out of the SIX (6)** questions. The total marks for this exam is **100 marks.**
4. Please write **ALL** your answers in the **ANSWER BOOKLET** provided.

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There are 6 essay questions. Each question is worth 25 marks.
Answer ANY FOUR out of the 6 questions below.

1. There are forces occurring on a global scale that affect training. The following five forces are among them: (1) globalization (2) customer service and quality emphasis (3) new technology (4) focus on link to business strategy, and (5) increasing diversity of the work force.

   a. Describe how each of the five forces affects the work place and learning.

   (10 marks)

   b. Then, explain how training can help companies deal with these forces.

   (15 marks)

   (Total = 25 marks)

2. As the training design process starts with needs assessment, this step must be important for training professionals.

   a. Define what is meant by training needs assessment (TNA).

   (2 marks)

   b. Describe the three (3) main parties that are involved in TNA.

   (3 marks)

   c. Provide five (5) potential repercussions of companies not properly conducting a TNA

   (20 marks)

   (Total = 25 marks)

3. Learning is defined as a relatively permanent change in human capabilities that is not a result of growth processes. Describe five (5) specific learning outcomes and provide one example for each.

   (25 marks)

Continued...

4. You are a restaurant manager who had just hired a group of new servers for your restaurant. How best would you train them to uphold your restaurant's service quality? Make references to **at least five (5) training methods** discussed in the course to come up with your answer.

(25 marks)

5. In evaluating the effectiveness of training programs, there are two (2) types of evaluation, namely formative and summative evaluation.

   a. Define what is meant by formative and summative evaluation.

   (5 marks)

   b. Provide five (5) good reasons for companies to evaluate their training programs.

   (20 marks)

(Total = 25 marks)

6. Employee performance assessment is an important part of employee development.

   a. Explain why this is so.

   (5 marks)

   b. Define what is meant by the '360-degree feedback' system.

   (5 marks)

   c. Describe the benefits of the system.

   (15 marks)

(Total = 25 marks)

(End Total = 100 marks)

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